MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015 /2016

BTD2114 – TRAINING AND DEVELOPMENT

9 MARCH 2016
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 1 page, excluding this cover page.
2. Please ANSWER FOUR OUT OF SIX QUESTIONS in this paper.
3. Each question is worth 25 marks. The total marks for this exam is 100 marks.
4. Please write ALL your answers in the ANSWER BOOKLET provided.

There are 6 essay questions. Each question is worth 25 marks.
Answer ANY FOUR out of the 6 questions below.

1. PROVIDE any **5 methods** of assessing employee training needs, and discuss their advantages and disadvantages.

2. Below are the **5 types of learning outcomes** that can be obtained from employee training programs. EXPLAIN what each type means, and include **one example** of a training program which produces that outcome.

    a. Verbal information
    b. Intellectual skills
    c. Motor skills
    d. Attitudes
    e. Cognitive strategies

3. DESCRIBE any **5 factors** in the work environment that **inhibit training transfer.**

4. EXPLAIN **Kirkpatrick's 4-level framework of training evaluation**. In your explanation, describe **what is measured at each level** and **how** organizations can measure them.

5. Imagine you are the Human Resource Manager at a small budget hotel. How best would you **train** a group of housekeeping staff at your hotel? EXPLAIN your answer using **any 5 training methods.**

6. EXPLAIN how a **job rotation system in organizations** can be best designed to support **employee development**.

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